



THE GENERAL MANAGER OPPORTUNITY AT MOUNTAIN TOP GOLF & LAKE CLUB

The General Manager (GM) role at Mountaintop Golf & Lake Club (Mountaintop) is an opportunity to join a club that is truly unique in its approach to becoming the “Ultimate Family Club”. The new GM will be partnering with an experienced CEO and leadership team that are focused on delivering exceptional experiences. For this high-profile position, Mountaintop is eager to find a hospitality professional that has exceptional standards, leads by example, inspects what they expect and will pursue elevating Mountaintop’s already prominent position in the Highlands-Cashiers region. The successful candidate will be an integral part of a high-performing team and will be prepared for the next career phase, advancing to the CEO role through strong performance.

ABOUT MOUNTAIN TOP GOLF & LAKE CLUB (www.mountaintopgolfclub.com)

Mountaintop is in the Highlands-Cashiers region of North Carolina’s Blue Ridge Mountains which has been a cherished summer mountain retreat since the late 1800’s. Mountaintop is a private, invitation only club with a requirement to own property to become a member.

A unique feature of Mountaintop membership that ties in with the focus on “The ultimate family club” is that each membership offers an extended family feature whereby once a couple becomes members their parents, children and grandchildren can all become members of the club. These “extended members” of the club have moderately different privileges from the primary members but enjoy all the amenities Mountaintop has to offer.

This amazing property was originally developed by Discovery Land Company and was transitioned to the members in 2015. Tom Fazio designed the 18-hole golf course and personally oversaw construction so that the course flows seamlessly with the natural topography of the dramatic mountain terrain. Mr. Fazio and his team have remained engaged in all ongoing improvements.



At the heart of Mountaintop is a 43,000 sq. ft. mountain lodge-inspired clubhouse which is the social and activity center for all members. In addition to amazing food and beverage venues the Clubhouse amenities include a spa, fitness center, beauty salon, pool, and five overnight guest rooms. Mountaintop's 7-acre Lake Club campus is located a short drive away on the shores of Lake Glenville, the highest navigable lake

east of the Mississippi river. Lake Glenville has 26 miles of shoreline, and our members enjoy a 3,000 sq. ft. pavilion with dining services and a fleet of boats and other recreation options.

Mountaintop also includes a General Store, Shooting Club, tennis courts, dog park, kid's playground and an Activity Center with a full indoor basketball court and four pickleball courts. Mountaintop offers a full-service kids camp during the summer months.

Mountaintop has been engaged in a strategic planning process for the last 18 months and will present a multi-year facilities and amenities renovation and expansion plan to the membership in 2025. This is an exciting time to join a team intimately involved with the planning and execution of this major undertaking!

MOUNTAIN TOP GOLF & LAKE CLUB BY THE NUMBERS:

Membership:

- There are 350 primary memberships – membership is currently at capacity
- Average age of the membership is 55
- Initiation Fee - \$175,000

Operations:

- The Club is open May 1 through January 1; however, the role is year-round with significant off-season planning, maintenance and recruiting.
- The General Store is open year-round
- There are 13 department heads and full-time staff of approximately 70. The team grows to approximately 245 total in the peak summer season.
- Annual Dues - \$23,000 operating, \$6,000 capital
- Annual Dues HOA – \$6,300
- Overall Operating Budget is \$20,000,000
- Food and Beverage Volumes are approximately \$2,650,000 with approximately 95% from ala carte dining
- 18,000 rounds of golf annually



Governance:

- Mountaintop Practices the GM/CEO concept and the CEO reports directly to the Club President and the Board
- There are 9 Board Members, each serving three-year terms
- There are only 3 standing Board committees: Nominating, Finance and Membership (no member committees)

MOUNTAIN TOP WEB SITE: www.mountaintopgolfclub.com

GENERAL MANAGER – POSITION OVERVIEW

The GM at Mountaintop Golf & Lake Club will have full responsibility for key operational departments of the Club effectively managing all related resources and reporting to the Club CEO. The GM will interact with and have full access to Board Leadership. The GM is expected to be the embodiment of an “exceptional member-centric experience”. The GM will support, develop and lead their team to deliver consistent “best in member and employee experiences” practices while promoting a positive, engaging, highly anticipatory and responsive service culture in all operations. The GM will be sincerely engaged in the development and future of all staff under their leadership. Direct reports include Assistant General Manager, Director of Food and Beverage, Executive Chef, Director of Facilities, General Store Director, Director of Spa and Wellness and Director of Housekeeping. The ideal candidate will possess strong leadership skills, exceptional interpersonal skills, extreme attention to details and have the demonstrated ability to develop staff in a seasonal operation. The candidate should be highly motivated to deliver the highest quality and most consistent experiences across the property. Responsibilities include:

- The Mountaintop GM is ultimately responsible for all clubhouse, activity center, lake club, facilities, spa and wellness operations and housekeeping member facing operations. They will be the “owner and face” of these operations, understanding that consistently positive member and staff engagement is critical.
- The GM addresses and resolves member concerns and suggestions, builds employee capability and morale and ensures that the cosmetic and functional aspects of the property are exceptionally maintained.
- The GM must lead by example on a daily basis, exhibiting the core values of Mountaintop which are Honesty, Enthusiasm, Hospitality, Quality and Fun.



MOUNTAIN TOP

GOLF & LAKE CLUB

- The GM must be a sincere and dedicated developer of people with a written development plan for themselves and all management and supervisor reports.
- The GM assures the focused, anticipatory, efficient and member focused operations of the Club to consistently provide our members and guests the “over-the-top”, unreasonable hospitality type experiences for which Mountaintop has become well known for.
- The GM must be a team builder who understands collaboration and clear communication and effective planning to execute high quality events across property.
- The GM must be a creative and progressive thinker who seeks out new, innovative and strategic ways to tackle demands of an ever-changing hospitality environment with a focus on “best -in-class” service to members and staff.
- The GM delegates appropriate responsibility (through written objectives) to department heads yet remains responsible for operations – giving recognition and credit to the team for success and taking responsibility for any shortcomings.
- The GM must be an effective communicator keeping the CEO, Board and the Directors informed of all significant operating matters, member or staff concerns and any other items of significance.

INITIAL PRIORITIES OF THE NEW GENERAL MANAGER

- Engage with CEO and Directors to understand the Club history and culture while building trust and relationships.
- Partner with the “Developer of People and Culture” to take the lead in recruitment, onboarding, and training process.
- Prioritize elevating the member experience through quality service training and member and guest name recognition.
- Get up-to-speed on strategic plan with CEO to provide key operational input.
- Strategize with CEO to ensure effectively review all areas of operations for efficiency and improvement.



CANDIDATE QUALIFICATIONS

The ideal candidate:

- Aspires to progress to the CEO role with a continuous desire to improve themselves and those around them.
- Understands and can hire and train their team on what a “premier Club experience” is from the perspective of our worldly members. Perpetual training and coaching are essential to success.
- Embodies a persistent and professional demeanor while being driven, consistent and detail orientated, never accepting mediocrity.
- Is an exceptional and sincere communicator.
- Holds themselves to an uncompromising level of character, values and morals.
- Is truly passionate about “unreasonable hospitality”.
- Will live fulltime on the plateau.

EDUCATIONAL AND CERTIFICATION REQUIREMENTS

- Industry Certifications such as CCM, are encouraged but not required
- A Hospitality degree and hospitality industry progressive responsibility is a positive

EMPLOYMENT ELIGIBILITY VERIFICATION

In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States to complete the required employment eligibility verification form upon hire.

SALARY AND BENEFITS

Salary is open and commensurate with qualifications and experience. The Club offers an excellent bonus and benefits package including CMAA association membership.



INSTRUCTIONS ON HOW TO APPLY

Prepare a cover letter that outlines your qualifications and passion for this key role along with why this is a potential “fit” for you at this point in your career. Please send your cover letter and resume to:

Steve Matlaga, CCM
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